

Speaker Names Jodie FieldenHost 00:05 Welcome to Beyond the Mirror with your hosts, Andri Varga and Jody Field. In this podcast, Andri and Jody take you on an intriguing journey beyond the surface, deep diving into the world of business in the hair, skin, beauty and wellness industries. From business success tips and marketing hacks to industry insights and trends, it's all here. They leave no stone unturned. So get ready to unlock your full potential, evaluate your business, leave behind the limitations and embrace the endless possibilities that lie beyond the mirror. Adri VargaHost 00:59 Welcome everyone. It's great to be back for Episode 27. I'm Jodie Fielden and I'm joined by my work wife, bestie and business partner, Adri Varga. During these podcasts, we'll share how you can leverage your passion into profit. Speaker 3Host 01:11 Hi everyone and welcome back. And in the last episode we had actually a guest join us, Google Ads Specialist, Belinda Irvin, and we spoke all about Google Ads and how they really work. And we spoke all about Google Ads and how they really work and we will link that link into the description to that episode because it was very interesting and we would like to encourage you to watch it. Adri VargaHost 01:33 Yeah, it was. We took more of a look at the technical side and the insights into Google Ads so that we could have a clearer understanding of how they actually work. So today we've got another. It's a bit of a hot topic. It's been the centre of discussion a few times between Adriana and myself, and more so than usual, I guess, in these past couple of weeks. I'm not sure why, but we've been talking all about you know who we attract. We attract who are and how it can relate to our clients and our team dynamics, and not just from the um salon owners, but from our own experiences as well yes, absolutely so. Speaker 3Host 02:14 We actually blame the full moon because we didn't come up with anything it must be the full moon because obviously our private coaching clients they have everyday access to us and we had so many clients actually reaching out to us and getting really, really upset about certain things. And then we were talking about and it was a lot of things happening with us also, and Jodi just sent me a book this morning, this morning and she said I think we have a really good topic for a podcast today. So this is how we ended up with this topic. So what is? 02:54 it so many salon owners have been complaining about clients and team members who don't respect their boundaries of their business, and the truth is really. Adri VargaHost 03:05 The truth of the matter is really that our business and our clients and our staff are left are the reflection of our own mindset and actions yeah, it's funny that, um, you know, I remember when I had the salon for myself because I was so manic, like my clients were always cancelling last minute, changing appointments, you know, or team members were, you know, just all over the place and, you know, didn't like the way that we were doing things or wouldn't do things the way I wanted them to do, and it took a few years for Adriana actually saying to me did you ever like look back and look at yourself and how you were in the salon? I'm like what do you mean? 03:48 I was fine and I was like no, you weren't, you were like a ferret on crack, like it was. Speaker 3Host 03:57 Yes, so I actually ended up from yeah, I ended up renting a chair from Jodi and you know, our audience already know the story, but basically I came from a very, very calm environment and I ended up renting a chair. 04:13 Jodi is being pregnant also added to the to the level of chaos and madness. But, yeah, it was very, very interesting to see a very different dynamics and the most most important part is that at the end of the day, you know, like, you gained awareness and you actually learned a lot about it and you could see, you could look back and you could say, well, this why things probably didn't work because I didn't have those boundaries. You know, like you yourself, jumping from one subject to the other subject, we couldn't even follow you, because what happened, you ask, say it happened to us, to me too. You know, like you asked me honey, can you help me with this or that? And then I started to do and I said, oh, you know

what, just move to that, just just do that first. And I was like, what am I doing now? Adri VargaHost 05:06 you know, like yeah, and there's a saying that I've actually and we'll talk about Graham actually a little bit in this, because this really highlights and I know it's happened to a few salon owners, but I can talk about Graham behind his back that what was I going to say? My brain, see, this is why Adriana has to stay in charge, because my brain will go off in a different direction. But now I know what I was going to say. The business owners lose their key players in their business because of this. Oh, and the saying I wanted to say was the fish rots from the head down, and that's really confronting. 05:55 But it's true and you know, like, for, let's say, with Graham, he's been in his role for 14 years. Let's say with Graham, he's been in his role for 14 years and it's a high corporate role in a very big corporate company, and so he's at a very senior level. The only one above him is one of the directors, but they've never spoken to Graham and had any sort of meetings with him about wellness or you know how the role is going and all that kind of thing. And Graham finally, just out of the blue, quit and handed in his notice to them and they offered him a whole heap more money and he just went. No, there's no amount of money that can make me stay here. If they had said that to me, I would have beat him with a stick and made him stay there. Speaker 3Host 06:55 So just for our audience, graham is your husband. Adri VargaHost 06:57 Yes, Sorry, my husband Graham. Speaker 3Host 07:00 Yeah, he's not in the hair and beauty industry or pilates industry, he's a in a completely different industry. But this thing is actually relevant to any industry, any business owners, and it is so true and unfortunately, when we are in it we don't see it. We the only thing, what we can see, that why no one can keep up, why no one is thinking and doing stuff, why me me? Why I always have to tell them what to do. They should know, and they are in the industry for such a long time. You know like they should be able, or they they should be able to think, like all these things. 07:39 This comes back to the me me, me, me, me, me, kind of. And then when you stop for a moment and when you actually have the awareness, then you're going to see the things very, very differently, because then you're going to understand. Well, maybe I am the problem because I don't give clear instructions for my team and I don't have clear description what is expected. I don't give feedback, so they don't know how they do, apart from me blowing up here and there like a big explosion, and then the whole salon goes, you know, like pear shape. Adri VargaHost 08:23 So it all basically comes back to us, and it's true for any industry yeah, and also, um, what I would point out as well is that, uh, we had someone say to us, you know like, oh, they tell me I'm a good boss. You know like, everyone tells me I'm lovely. Speaker 3Host 08:40 I don't understand why there's all these problems, and you know, I used to think it about myself is like I go out of my way to help my team, I pay them really well, um, I'm really flexible with them, and then, and then they're just going like I still don't get it yeah, yeah, and it's very hard, and, and I really believe you know, like when we experiencing this kind of things in our environment, we really need someone from outside who will be able to see things from the, you know, 70 feet up and put it in a perspective for us, but what it is inquires to do that it's an open mindset. That it's an open mindset. So until you are not ready to see it is nothing going to change, because once you change and we saw this so many times with our coaching clients once they start to change, everything is going to change. The thing is what we need to be aware of, though when we change, some people going to be on board and welcome the change and they will love it, and some people are going to leave because their resistance is not going to work with the path you choose. 09:52 So what will happen? It's going to be a little bit of a butter, so it's going to be. It's going to be a muddy time, yeah, when you sort of going to end up what I call the shit zone. You know, when you indicated our change and then that change going to happen, and some

people just want to stay and they like the same old, same old, and I always say to our salon owners so if you decide to change things, then just be aware of that. Not everyone is going to be following you and that's OK, because it's going to open up a space for team members or it even can happen with clients. It's going to open up a space for the right people to come to your business now, and it's usually those people. Adri VargaHost 10:39 Sorry, I was just going to say it's usually those people that are part of the problem that end up leaving because they don't like. They're the ones that are being the most difficult to deal with. Speaker 3Host 10:51 Yes, absolutely, because the resistance is going to come, you know like, and all the questioning, and because they are not used to you being in control of yourself, you being in control of yourself. So they don't like that. There are rules now, and before it was no rules so they could overpower you. Or when they told you something, you got so confused that you step back and you let them to do whatever because you didn't want confrontation. And how many times it happens. This is what we need to teach to salon owners that confrontation is part of your business. So if you decide you're going to have a business, you're going to have a team. You need to learn to actually encourage confrontation. The part of the problem is that we think confrontation is necessarily going to become a fight, like a big cat fight, yelling at each other and all those things. Confrontation doesn't need to be like that. But as a business owner, you need to draw the line, and this is. I just got a question last week from someone you know like. So where am I like? Where am I going to draw that line when I still want to be their friend, but then I'm their boss, and this is what I said the two doesn't come together. So you can be friendly and nice to your team members, but you always have your boundaries and if they try to push that boundaries you need to actually address it right there and right then. To actually address it right there and right then. 12:24 I'm not saying, you know, like front of clients, but I used to have my little sticky notes. You know like this, and I took notes when I saw things in the salon I wanted to discuss, but I didn't want to forget about it. So this is when sometimes you know like you need to actually ask a team member to stay back. Then you finish for five minutes so you can address it right there and right then. Because they are like little puppies, yeah, so when your puppy make a mistake, or even kids, you know when they make a mistake, if you don't address it, then you're going to forget, they're going to forget and then it's. 13:03 You know it's no point Like a week later. There is no point to bring up the situation. So you need to do that and I also what I used to do if one of my team member did something really well, I asked the team member to stay back for five minutes so I could actually praise the team member. So the reason I did that because I try to create a balance. So when I ask someone to stay back, then you know, like it's not always oh my god, what have I done it's basically just they knew they either going to be praised for something or something we need to discuss, but it was never, never coming from the anger when I wanted to yell at them or make them to feel bad. But it just needs to be boundaries and you need to actually communicate that with your team. Adri VargaHost 13:50 Yeah, it's not actually confrontation, it's communication. So you need to stop thinking, I think, when we all think it's going to be a confrontation, we get ourselves worked up. If we think about it that like we're just going to communicate and have an open line of communication, um, you know, and it's it is. It is hard, but you need to remember that, like you said, your, your staff, are not your friends because they will leave at the moment that the it doesn't suit them any longer. They're not thinking of you as their friend, they're just leaving. You know, and unless you're friends from outside and then they come in, then you have to have a whole conversation about what the boundaries are of that friendship. When you're working like you did with your sister, yes, when you used to work with your sister, yes, you know like it was always very clear that, and the way that you and I

work together is that we've always said that. You know, like this is a business conversation we don't bring out, we try not to like it's. Speaker 3Host 14:57 it's hard, yeah it is challenging sometimes. Yeah, yeah, yeah, but I think you like, it's very important to understand. Once you decide to have a business and have a team and you are not, you know, like a lone wolf anymore, you know like you have a pep. So this is when you need to understand a lot. That's the point of time when you cannot drop the ball. It's such a big responsibility because your team is going to copy you. Let's say an example If I'm constantly running late five minutes, like rocking in with a cup of coffee and blaming in the traffic and my clients are waiting for me, what am I teaching? I'm teaching my team, that's okay, and I'm teaching my client. You know what? You can come 10 minutes later because I'm never on time, and then one day you are on time and your team member is coming later, and then your clients are coming later. You know, and why? It is because you do exactly the same to them. I remember, you know, like when you move to the center, this is massive. Adri VargaHost 16:12 this point, this is a huge point about, like, just what you're saying. I just want to highlight how important it is what you just said. Speaker 3Host 16:20 Yeah, and I wanted to throw you under the bus because it's happened to you when you move to the central coast, 90 minutes away from the salon, and you know, sometimes because of the traffic and you had to look after the kids before you left, and always 10 minutes early to their appointments, that they started to come later and later and then some days you got there in time and you were so fully booked that when the oldies started to come later, you know like you started to get upset because, like they have all the time on earth why they are here and it is because they just feel like, well, you know, like they never complained, they just started to come later, that's it, yeah. Adri VargaHost 17:12 And look, it's something that we've really noticed with because we've had so many appointments with our new Salon Accelerator program Like we've noticed 90% of it there's a huge number of salon owners that make appointments and then don't turn up to it. You know, even though we've said to them you know, like, please respect our calendar. You know how important it is if someone makes an appointment and doesn't show up, they constantly like there is. You can tell which salon owners really want to like fix their business, as opposed to the ones that are like, oh, it would be nice, but don't value it. And it's like, if you can't turn up to like fix your business, how are you acting in the salon? 17:58 And nine times out of ten, once we've been speaking to these people, it turns out that their biggest problem are clients are no-showing them, they're getting ghosted. You know the team's late, all these different things, and it's like there's a pattern here and that pattern is you. And you know, having learnt that myself, coming from that whole journey to now going okay, I will respect someone else's time I get anxious now If Graham and I are running late for someone, I'm like anxious going. This is really important. We need to like call and communicate or whatever like. And I'm yelling at him come on out the door, we've got to be there and he's he doesn't really care. I'm just like you don't understand how important it is to. Speaker 3Host 18:39 Yeah, you know, yeah yeah, or another thing you know, like when it comes to boundaries, and most of the time really, salon owners are the worst. You know, like when you discount your clients and you say, oh, don't worry about it, you know like, that was just an extra 10 grams of color, I won't charge for it. Or you know like, oh, it was just a quick trim, fringe trim, I won't charge for it. And then you start to work on your business, start to work on your prices, and then there is no more discount and you're going to follow a strategy. And then all those clients they actually start to complain and they don't even respect that. For the last seven years you constantly gave them free stuff and free discounted services or whatever. And instead of being grateful, what happened? They're just going to leave your business and they might want to go somewhere else and pay more, but

not for you. Adri VargaHost 19:40 And it's also funny. You know, like a lot of the salon owners that are complaining that people are asking them for discounts, they go somewhere and try and get discounted stuff yeah, yeah, have you seen that like? It's, and it just shows that whole mindset around, sort of your own beliefs and and what you are expecting, and it's truly, you know, like that reflection in the mirror. Speaker 3Host 20:07 Yes, absolutely, absolutely. So the truth is, you know, like it's all going to come back to us Once we start to change. Everything is going to change, but it's a really big responsibility from our part, because then now we have to be clear about our expectations, but also we have to follow up. So if I promise something to you, or if I say something to you as my team member or for my clients, I must follow it through, Because if I don't do that, then I just show you it's OK not to follow up sometimes, not to follow up sometimes, and that's actually not okay, because once your team member is not going to behave the way you want your team member to behave, you're going to be extremely, extremely hurt by it and you say like I can't believe that. 20:55 I told her millions of times she should know by now. You know like she worked in other salons and she still doesn't do it. It is because you don't have your systems. And that's another big part, isn't it, Jodie? That once we start to, you know, put responsibilities out, first we have to create systems so they can follow systems, but then again we need to have those meetings. So with the meetings.... Adri VargaHost 21:23 To be able to create those systems. Yeah, exactly, because you can't just you know, um build a whole heap of new systems and then come and just dump it on their lap and go. Okay, this is the new way. I think you know it's um, you've got a. There's uh, the way adriana teaches it is as a collaboration instead of a whole new dictatorship. Speaker 3Host 21:47 Yeah, yeah, yeah, yeah. And I think you know like salon owners probably struggle to enforce boundaries out of a couple of reasons, and one of these fear of losing either team members or clients. Or you know like they have these people pleasing tendencies when they know it's not right, but they just don't want to see it, they just want to please and please. But what will happen? It's going to catch up with you after a while, after a while, and you're going to say like I really, I really don't like anymore that everyone is going for big holidays, they are purchasing investment properties and I'm the one who is hardly go for a holiday, I'm renting. And then you know like I'm giving all this free stuff because I feel sorry for them. Adri VargaHost 22:46 How many times has that happened? Yeah, you know, and all of a sudden, oh no, we can't do that. So we're going to Greece for three months. Speaker 3Host 22:54 Yeah, exactly, that's fine. You can't pay for \$50 for a toner, but you know you're going away for three months. So another thing yeah, what were you gonna say? Uh? But I wanted to say also you know, like, when it comes to our team members many times business owners they know it's not right but they don't want to address it because they worry that it's going to become a big scene and they won't be able to control it. Because if you can control the situation, then it doesn't really matter. You know, like, how the other is behaving because you can control yourself, and by controlling yourself you're going to control the other party. But you know, the other thing is um, and I forgot what I wanted to say, yay, it's not just me, yes, so it's just the fear, yeah, the fear that is going to become something really big, and also the fear that you're going to lose your team member, and I know, you know like there is a huge shortage in the industry. 24:04 But one thing I want you to think about that it's only take one rotten egg to actually destroy everything. So big coaches they always say you know like, hire slowly, fire quickly. The reason for that? Because if one team member comes to your really level. One team member comes to your really level. Just let's get back to it. 24:33 You know like it's very important for you to understand that one bad egg can actually destroy a whole environment. So this is why big coaches are saying hire slowly and fire quickly, because if you have a great team

environment and you hire a person who is actually not belonging to that environment and shows bad behavior and if you don't address it, what will happen? All the others? They're going to level down to that behavior and then the whole environment can become toxic. So it's very, very important and that's not their job, that's our job as business owners to actually address all these things and it's very important. So once you notice that something is not right, it's almost like too late, you know, because then it's really what you need to do is get those meetings, one-on-one meetings, and find out what's going on. And if the team member is not right for the team, then you're better off saying goodbye to that team member than losing the other five. Adri VargaHost 25:44 I totally agree. Sorry, technical difficulties again there. That's true. Like you need to, you need to be able to identify it and address it, because the uh Graham, like even for Graham, he was saying it was only the one person that um made him want to leave, because the culture, the way he treated you know, like I think there was even something at one time he said a certain amount of workplace bullying is healthy in the workplace, and we're just like what In what universe, in today's society, is a certain amount of bullying a good thing to have in the workplace? And just you know the way that, um, they would speak, um about each other behind their backs, um, just that whole negative culture. 26:42 And it ended up being, you know, like 10 staff in the last 18 months have left and these are people that have been in the role with the company for 10 to 15 years. So all these key players have just gone. We're not doing it anymore and it's because none of the management is doing any meetings and getting feedback from their staff to find out where the problems are and being able to address them quickly, because, you know, just throwing money at an employee to stay isn't going to keep them most of the time? Speaker 3Host 27:17 yeah, absolutely, the manager, the management has failed them. So let's talk about you know like that's one layer, you as a business owner. But then the other layer is which is very interesting working with many salon owners the way people are choosing managers for their business. And it's very interesting because most of the salon owners we work with and they have managers they actually don't put any strategy behind who is that manager going to be? And most of the time they choose to put someone in a management position because they are the oldest and they have the most experience, or because they are the biggest moneymakers or whatever it is, but there is no strategy behind it. So, when it comes to choosing your manager, there is so many things or there are so many things needs to be considered before you offer a job for someone, because just because someone makes the most money for you or they are in the industry for the longest time, it doesn't mean that they have people skill, people skill in a way to manage people For a management position. 28:37 And sometimes, as a business owner, you're actually going to pass down the responsibility of team leadership and managing if you don't have the right personality. And that's the best way to do them because you just communicate with one person and that person going to look after the next layer. It's very, very important because if you don't have what it takes, you better off not to try to fix things in your business. You better off actually have someone who has all those skills. And this is where you're going to look into it. You know like, all right, I need someone with the right personality and might. The person with the right personality is a younger person, but you notice that all the girls are liking her or him. They're looking up to that person and that person can communicate, has the emotional intelligence also. You can have a great communication going on also. 29:32 The other thing is what it normally makes things very difficult when us business owners we don't realize that when we put someone into a management position, they cannot be on the floor full-time anymore, because how are they going to look after our business if we expect them to work 38 hours on the floor? We even couldn't do it, because when I managed my salon, when I worked on the floor and you

know, when I worked with my business mentor I used to work 60 hours plus. So when you employ someone and offer for them the management job. It's really need to be. You need to clarify how many hours needs to be allocated to managing things. And it's always going to be very because, very because. 30:25 You need to have a very clear description. What is the expectation from the manager? You are not just going to put someone into the management position and here you go, manage my place, and then the poor person would say, well, but what do you need? So it really needs to be structured. It needs to be clarified what is expected and you need to have a look at the calendar and you need to be structured. It needs to be clarified what is expected and you need to have a look at the calendar and you need to allocate time so that manager can actually manage your salon. And if you want that manager to work on the floor, absolutely fine, but it just needs to be a fair game yeah, definitely um. Adri VargaHost 31:04 So, talking about with managers and the team, let's move, let's um start, let's. How do we attract the respect that we want? You know, like, where do we? Where would someone start to do that? Speaker 3Host 31:19 well, it's very simple, isn't it? We talked about that. It all starts with us. Yeah, if I'm always respectful towards to you or to my team, or respectful towards my, my clients, this is what you're going to get back, because normally people mirror behavior. So, if I'm nice, you know like, essentially, and eventually, eventually, you know like people are going to be nice back to you. You know like, if you have that kind of tendency when talking behind the back of other people, it's going to happen to you too. You know like, because that's like, yeah, we attract who we are, so it all comes back to us. 31:59 So, if we want to earn respect, we need to show respect. Yeah, to earn respect, we need to show respect, yeah. So if we want to earn that people going to be honest with us, then we need to be honest with them. And this why meetings one-on-one meetings, weekly meetings, big quarterly team meetings, monthly meetings are very important and you need to be able to become transparent with your team. And also, you know like the thing is, when I started business and when I started to have team, I always thought you know like I need to be the hardest worker and you know like I need to show example of. You know, like knowing everything in my business. So if someone comes to me, I always must have the answer, and it's so not true. You know like business owners normally employ people for their weakness. So this is what we learned. Also, you know like we have our strength and we work with our strength, and when we have our weakness, we just employ people for our weakness, and I just need to know a little bit about their job on a surface level, so I have an understanding what they are doing, but I don't have to know what they are doing or how they doing their things. So it's exactly the same when it comes to, you know, transparency in your business. 33:23 Many times I started a meeting. I need us guys to put our head together, because I have this problem and I don't really know what would be the best solution. I was thinking about this, this, this, this, but I really would like you to help me. If you have any ideas, just tell me. There is no good or bad. I'm just looking for a solution which I couldn't find on my own and that builds trust and also it just shows them that it's okay to come for help. It's okay to ask for help and you are not going to be judged because you come in for help. The problem is when someone is actually keeps coming back with the same thing, and that's another level of a problem what you need to address, because then you know like we make a mistake once, we learn from it and then we don't make it again. But when you keep repeating it, it's just telling to me that it's not really that important for you to actually fix the problem. Adri VargaHost 34:26 Yeah, no, definitely me that it's not really that important for you to actually fix the problem. Yeah, no, definitely. So the next thing we'll um I wanted to look at was so practical mindset um shifts. So I guess three key um areas that you can have that shift. So the first one, if we can talk to like I'll give you the um

statement and then you tell me like how that relates so confidence in saying no to clients who don't align with your values, how would you do that? Speaker 3Host 34:57 oh well, it's just. Basically, it's again your, your, your boundaries, isn't it? And I always say you know, like, when I have to address something which is a little bit iffy, then I always see what is the outcome, what I want from the conversation, and if I say no, what could happen? So I always say you know like. So I always say you know like, analyze the scenario and then if it's not working, then it's never going to work without addressing it. So this is when you're going to come. Well, if I say no to my clients, then they might going to leave. Am I okay with that? And the answer is you should, because if clients are asking for stuff which is not fair, then they are not your right clients. They are just there for what's in it for them yep, no, perfect. Adri VargaHost 36:03 I love that answer. All right, the second. The second one, which is um, we've already touched on it, but you might want to just sort of give another sort of high level. You know a little bit of motivation about. It is leading by example, to inspire your team to respect your business rules yeah. Speaker 3Host 36:21 So if you don't respect your own business rules, then no one else will. So you must respect your own rules every single time. And this is why I'm saying, you know, like it's actually a quite big responsibility, because once you start not to respect your own rules, then they will see it and they will say well, you didn't do it, you know, and they have all the rights to tell you. You know, do you remember, you know, like a week ago, when you actually did this, this, this, this, this, and that was against our rules, and if they address it, you can't even say anything because they are right what about for those business owners that are like well, I pay the bills, I can do whatever I want. 37:04 Just do as I say well then, you're just going to actually accept it that your team members are going to be exactly the same. So you attract resistance, you attract high ego because you show exactly the same. Adri VargaHost 37:20 I like that all right, so um prioritize. Speaker 3Host 37:26 So number three is prioritizing self-care and personal growth to set a standard of excellence yeah, I think it's very important, you know, like, uh, obviously, um, it's when it comes to running a business and for our business owners I find it for salon owners or business owners is much, much harder to get that care factor for them. So they, you know, they have a work-life harmony, so they look after their health and they, you know, they put some time aside for themselves. So the way I did it, it was basically I actually shortened my working hours a couple of days, so I woke up one hour earlier so I could go for a walk or I could do an exercise or I could do a meditation. So I sacrificed there and I maybe started half an hour later. So this is what I did for myself and I maybe started half an hour later. So this is what I did for myself. 38:30 But then, when it comes to your team, you actually should do exactly the same for them also, to encourage them for personal growth and for self-care. And this is it when I would say, you know, like sometimes you reward your team when they do something right, and sometimes reward is not necessarily going to be money. Sometimes you might let them to go one hour earlier or come one hour later yeah, no, and you know what? Adri VargaHost 38:59 that's. One of the most value rewards, I think as well, is being able to like go home early or have a little sleep in and come in later. You know, like that's I don't know if you can hear it, but there's a bird going nuts outside my place. I'm trying to. Speaker 3Host 39:14 I'm trying to turn off my mic going shut up bird no, so the other thing, the other thing, what I did for my team I just remembered, so I definitely want to share because I think it was extremely valuable. I hired a life coach for them. So what she did for them they had during work hours every Thursday morning. I paid for it, I paid for the life coach and I paid for the hours for them. Paid for it, I paid for the life coach and I paid for the hours for them. But that one hour I think it was once a month. That life coach actually went through a lot of things with my team, gave them little bits and pieces to

do and gave them advice about life, about nutrition and all the other things, and my team absolutely loved it. And I did not attend to those because I wanted my team to have a really good relationship and a free environment with the life coach and that worked really really well. Adri VargaHost 40:21 I like that one one of the companies I worked for. We used to have the nutritionist and a massage person. We all were able to go for a massage once a week. It was so good. Speaker 3Host 40:35 Yeah, yeah, just little bits and pieces. You don't really need to think of big, thing, you know no. Adri VargaHost 40:42 I agree, all right. What's next? I cannot see any other. I think we've done everything. I think we've covered it all. Um, I think the first step is to have that awareness that you know it is you and it's always going to come back to you and not to look, for you're going to need to remember that your team are not there to validate you and tell you how good you are. I think that might be something you might want to just finish on, because I know that was a big thing is that there's this and it's the same with, like children. 41:22 There's parents that expect their children to tell them how good they are as parents you know, um, because they're like, oh, I never got this, you should be grateful that I do it this way. Yet they don't tell their kids how amazed and proud they are. You know, and it's the same with our staff, where, you know, we expect the feedback from our staff and we want to know. You know that they all think we're good, but the reality is that they're not there to validate us and tell us whether you know how great we are. Speaker 3Host 41:54 Yeah, yeah yeah, and then just always remember, you know it's always a fine line to be friendly but not to become their friend, and this is actually a false impression, because you're never going to be their friend, they're just going to. It's just I don't even know how to, how to put it in words, but it's just a feeling. You know like they are close to you and you behave as their friends, but when it comes to just like Jodi said before, you know like you are not delivering up to their expectations anymore. That friendship is going to disappear right away. It's like it's not a real friendship. It is. Comes back to you. Be kind, be nice, listen, communicate well, but they are not your friends and you're never going to be their friends. Adri VargaHost 42:56 Yeah, especially in this industry because the hair and beauty industry we get so personal with our staff and our clients that that line is really blurred. And it has to be. We have to remember, as business owners, the staff can think that they're our friends and the clients can think that they're our friends, but we have to maintain that professional boundary because this is our livelihood. Professional boundary because this is our livelihood, this is, you know, we're not just. We have to make tough decisions and if we let our emotions dictate those decisions, we either put them off and then start resenting it that like you know or it turns into some big blow up. Speaker 3Host 43:44 So, yeah, yeah, I think it was a really, really good subject, so hopefully you guys, you will like it and you will enjoy it and you're going to have some key takeaway about it. If you do just comment, if you watch this on YouTube, I encourage you to comment because we actually receive all the comments so we can just start a conversation and if you have any questions, just feel free to ask. Adri VargaHost 44:14 Yeah, just shoot us a DM, pop us through an email, you can. If you're wanting to find out anything more about any of our programs, please feel free. Wanting to find out anything more about any of our programs, please feel free at focusgdt.com and you'll be able to send through a contact request, or you can just send us a DM on Insta or Facebook. Adriana, you'll need to do the handles because I always every show. Speaker 3Host 44:41 Yeah, it's always the same handles at FocusGDT, so this is the same for Insta, facebook and TikTok. Adri VargaHost 44:49 Yeah, every time I go to say it, I end up saying the website. So, all right, guys, it's been good, we will see you next fortnight. We've got some, just quickly. We've got some really good guests coming up. We've got some, um amazing salon owners, um, uh. We've got I, who'll be coming in soon, who is again for a

second time nominated for business um salon of the year, um. And then we've got our hr specialist, who's going to be coming on. Do you want to just give us a quick shout out for? Speaker 3Host 45:28 what that? Yeah, so Sam is going to come on our podcast early November because there are a couple of changes very, very important changes going to happen with casual team members, casual employment. So she reached out to us and she said by November she will have all the legal training regarding that. So then she's going to come on board and share everything what you guys need to know regarding casual employment changes. Adri VargaHost 46:02 Awesome. All right, we'll see you next week. See you guys. Speaker 3Host 46:08 Bye for now. Jodie FieldenHost 46:11 Well, that was Beyond the Mirror. Thank you for being a part of this exhilarating adventure. Join Andrea and Jodie next week as they continue to help you unlock the true potential of your business so you can leave your limitations behind and embrace the endless possibilities that lie beyond the mirror. And if you have a burning question that you'd like to feature as a guest on this podcast, just leave us a message at the podcast page at focusgdt.com. So until next time, keep pushing boundaries, keep thriving and always remember that your success is right here, right now, beyond the mirror.